

PROCEEDINGS OF THE BROWN COUNTY
HUMAN SERVICES COMMITTEE

Pursuant to Section 19.84 Wis. Stats., a regular meeting of the Brown County Human Services Committee was held on Wednesday, January 22, 2020 in Room 200 of the Northern Building, 305 E. Walnut Street, Green Bay, WI.

Present: Chair Hoyer, Supervisor De Wane, Supervisor Evans, Supervisor Brusky, Supervisor Linssen
Also Present: Health and Human Services Director Erik Pritzl, Public Health Officer Anna Destree, Nursing Home and Hospital Administrator Samantha Behling, Community Services Administrator Jenny Hoffman, Finance Manager Erik Johnson, Supervisor Tran, other interested parties.

I. Call Meeting to Order.

The meeting was called to order by Chair Hoyer at 6:00 pm.

II. Approve/Modify Agenda.

Motion made by Supervisor Brusky, seconded by Supervisor De Wane to approve. Vote taken.

MOTION CARRIED UNANIMOUSLY

III. Approve/Modify Minutes of November 20, 2019.

Motion made by Supervisor De Wane, seconded by Supervisor Brusky to approve. Vote taken.

MOTION CARRIED UNANIMOUSLY

Comments from the Public. None.

Report from Human Services Chair, Erik Hoyer.

Chair Hoyer reminded that he is leaving the County Board at the end of his term so he only has a few Human Services Committee meetings left. He thanked the Committee and Department Heads for the opportunity to lead this group. Hoyer also announced that tonight is Pat Evans' birthday

1. Review Minutes of:

- a. Board of Health (September 17, 2019).
- b. Children with Disabilities Education Board (November 19, 2019).
- c. Criminal Justice Coordinating Board (December 10, 2019).
- d. Mental Health Treatment Subcommittee (October 16, 2019).
- e. Supervised Release Committee (November 29, 2019).
- f. Veterans' Recognition Subcommittee (November 19, 2019).

Motion made by Supervisor Linssen, seconded by Supervisor De Wane to suspend the rules to take Items 1 a-f together. Vote taken. **MOTION CARRIED UNANIMOUSLY**

Motion made by Supervisor Linssen, seconded by Supervisor De Wane to receive and place on file Items 1 a-f. Vote taken. **MOTION CARRIED UNANIMOUSLY**

Communications

2. Communication from Human Services Committee Chair Hoyer re: Presentation by HR in response to comments from dietary employees at the last Human Services meeting including information about turnover and class and comp ranges. *Action at November meeting: To hold for 30 days to have Administration address the concerns raised and report back. November motion: Hold for 30 days.*

Hoyer indicated there is a resolution that addresses this later on the agenda and discussion can take place at that time.

**Motion made by Supervisor De Wane, seconded by Supervisor Brusky to receive and place on file.
Vote taken. MOTION CARRIED UNANIMOUSLY**

3. **Communication from Supervisor Tran re: Crisis Center – with no direct bus line, how do we meet the needs of people? Vouchers to get there? What if they're wheelchair-bound, how do they get there?
*Referred from December County Board.***

Supervisor Tran asked Health and Human Services Director Erik Pritzl to speak to this. For clarification, this communication is regarding the Crisis Center that will be at the CTC as part of the one-stop shop, not its current location downtown, which is on a bus line.

Pritzl provided a handout, a copy of which is attached, which outlines the current bus route and hours of service for the bus (#7) that goes to the CTC. Also outlined in the handout is the bus route and hours of operation for the bus (#13) that serves Family Services at its current location downtown. The Paratransit service area is outlined in the handout as is information gathered from Green Bay Metro's website regarding accessibility features of the busses as well as options in terms of voucher programs. Pritzl noted that Human Services does purchase a number of tickets and passes for a number of people.

Pritzl said they want to focus on handling acute situations at the Crisis Assessment Center where acute mental health needs can be screened as well as medical needs and then do mobile service for people with other needs.

Hoyer asked what the procedure is for people who present to the current Crisis Center location downtown and then need to go to the CTC. Pritzl responded that that has sometimes been challenging and the Crisis Center would be able to speak more in depth about this. If the person in crisis is with law enforcement, law enforcement would transport the person to the hospital and then to the CTC. For voluntary admissions, the person in crisis could use a family member or crisis counselor and at times law enforcement is willing to transport people to the CTC. Once the Crisis Center is moved out to the CTC, the downtown location will be closed. It is anticipated this should take place towards the end of 2020.

Supervisor Brusky questioned how someone would get in touch with the Crisis Center when they are in crisis. Pritzl said the bulk of the help given by the Crisis Center is done over the phone and he noted that the Crisis Center receives 21,000 – 22,000 calls per year and about 5,500 walk-ins. They may direct the person to come into the Crisis Center or they could decide to mobile out if they felt that is the best option. If the Crisis Center is concerned about the physical safety of the person or someone else, they could call law enforcement to do a welfare check.

Supervisor Evans said we have to keep in mind a number of things. We know that involuntary admissions, Section 51s, happen when the police bring someone in and this is how it came to be to have the Crisis Center at the CTC so someone could be committed right there instead of transporting people who may be violent or dangerous to themselves or others. The 911 Center does get a lot of phone calls from people who are in crisis and that is how law enforcement becomes involved. He noted there is time to deal with this issue now and get it figured out before the Crisis Center moves. Getting someone to the Crisis Center is extremely important, even if it is on a voluntary basis. Evans suggested we invite Crisis Center staff and Green Bay Transit here to ask them how to go about finding a way to get people out to the CTC. Some ideas may be grants that could be available to Transit or working with County dollars on a voucher program to reimburse people. Evans also mentioned that taxis or Uber may also be an option, especially if drivers had some special training. He noted if there is not proper transit, we will see a drop in the number of people Crisis serves and it will look like people in Brown County are healthy, but that would be false. He wants to do whatever we can to make it as easy as possible for people to get to the Crisis Center at the CTC and he would like to hear more from Crisis on this as well as from Transit.

Supervisor De Wane said the best way to deal with Transit is for staff to go over to the Transit office and talk about the intentions and ideas because Transit has a great group that works with the City. They will

look at things and then would be able to come back with a plan. De Wane noted that they do have busses that do this type of thing at someone else's cost; it just depends what the County would need.

Pritzl mentioned the bus shelter at the CTC is adjacent to the main entrance and they don't necessarily want people coming in the main entrance from the bus to get to the Crisis Center. They would not tell people to go back outside and go around the building; there is a connector and people could get to the Crisis Center with staff escort, but they would rather get people exactly where they need go with signage and directions.

Brusky asked about the volume of bus traffic at the CTC. Although Pritzl did not have figures as to how many arrive by bus, he did say there is a fair amount of people coming in and out of the facility every day.

Hoyer asked Pritzl if he feels there is currently enough mobile crisis to address all of the needs. Pritzl said that is something that Family Services could address because they could talk about the interaction between mobile service, phone service and lobby service and he noted that it is the same counselors doing all of these things. Hoyer feels Public Safety should also be part of this because there is also the bus that goes to the Jail and he would like to get their insight as to how bus service relates to their site. Hoyer also noted he has been informed by Uber that they are trying to work with municipalities to build certain programs and perhaps Uber drivers with specific skills could be involved in this process as well.

Tran expressed concern about people in outlying areas, outside of the bus service area, that may need to get to the Crisis Center. Pritzl responded that phone and mobile are the services Crisis is emphasizing; it is not always about people going somewhere, unless it is established that they need to go somewhere. Tran asked what the timeframe is for people to make contact with a mobile crisis counselor. Pritzl said once the Crisis Center is located at the CTC, there will be faster access to highways which will be beneficial when they are traveling to some of the outlying areas. Tran brought up the idea of Crisis staging in various areas throughout the County so they would be able to get to those in need as quickly as possible. Pritzl said that is an operation that Crisis would have to consider, but because they use the same counselors for different functions, it would be difficult to decentralize.

Motion made by Supervisor Evans, seconded by Supervisor De Wane to put this communication on the next Human Services Committee agenda and invite Family Services, Sheriff's Department and Jail representatives and Green Bay Transit to come to the meeting and also to start investigating the possibility of a county voucher system, i.e.: reimbursement for taxi or Uber. Vote taken. MOTION CARRIED UNANIMOUSLY

Tran asked that Andrea Vlach, Mobility Coordinator for the City of Green Bay be invited to attend the next meeting as well as those set forth in the motion.

Wind Turbine Update

- 4. Receive new information – Standing Item.**

Motion made by Supervisor De Wane, seconded by Supervisor Brusky to receive and place on file. Vote taken. MOTION CARRIED UNANIMOUSLY

Health & Human Services Department

- 5. Resolution Regarding Table of Organization Change for the Health and Human Services Department – Community Treatment Center Division Dietary Unit.**

Hoyer referred to the resolution contained in the agenda packet and said he was hoping Human Resources would be at the meeting to talk about this. He said the resolution is one solution to the conversations we have been having over the last several months with regard to staffing issues and would be a way to try to bring more individuals closer to the mid-point. Pritzl said they have been working to find a way to have some wage movement and they came up with something that will not impact operations in a significantly negative way. There are several co-op student positions that have not been filled in the last several years and those can be deleted from the table of organization and those dollars could then be used to cover compensation and fringe increases to bring every position that is below the mid-point up to the mid-point. Food Service workers would go from \$11.98 to \$12.91 per hour and

cooks would go from \$15.05 to \$16.23 an hour. This would be for anyone currently in the positions and also for recruiting new positions. They would like to give this a try to see if it will improve the pool of applicants they are getting and also increase retention.

Pritzl continued that they have also talked about a lot of other options and good ideas have been brought forward by Food Service workers and he thanked them for their work on this. They have been talking about some of the position structures, cost saving ideas and how other facilities run their operations. They have also looked at some duties that could possibly be shifted to other positions. They have had a collective meeting to address some of these things and have another meeting scheduled to continue discussions.

Evans informed there is still the issue of overtime and asked if Pritzl feels this resolution will solve some of that. Pritzl responded the intent is that if they can recruit people at a better rate, they will stay in the positions which would be a start to resolving some of the overtime issues. Evans said he would like to hear from Food Services staff that have come to the meeting and noted that he appreciates their diligence as well as the diligence of Chair Hoyer on this issue.

Supervisor Linssen asked who brought forward the proposed resolution. Pritzl said the resolution came from HR and is consistent with what has been done with other positions that come before other standing committees where they try to look at increasing wages and they do that by finding personnel savings. Linssen expressed displeasure that HR was not present at the meeting as he had questions he would like to have answered. In particular, he asked if it may be better to wait a month to approve anything because there may be a more comprehensive understanding of what the big picture needs to be. Pritzl sees this resolution as part of the overall picture and does not want to make this issue any bigger than it needs to be, but said what we need to look at is what the compensation philosophy of the Committee and Board is on these changes and he noted there are a number of people in his department that are below the mid-point on the wage scales and there a number of turnover positions that are below mid-point as well. Pritzl reiterated there were other ideas put forward that they have to vet to see how they can play out and they may have to increase further during the budget process.

Linssen again asked if action should be taken on this resolution tonight, more in relation to the ongoing meetings and other solutions that may be brought forward. Pritzl said there are some things that could come out of those meetings, but he sees an option to change things now and he would like to move forward now so the new wages can be used in recruitment to see if it makes a difference. Linssen said this is going outside of the procedure by not going through the budget process, and he gets iffy on those increases because it will likely open a can of worms for other departments and positions. Pritzl understands and respects Linssen's position, but with regard to the Food Service issue, it is known that there is a turnover issue and an overtime issue and other program areas probably do not see the same ripple effect Food Services sees as a result of these issues. That is why he feels the Committee would be on solid ground to go to midpoint at this time. He feels there is enough information on these issues to take action on this resolution tonight.

Hoyer said the hope with this is to move the positions up to midpoint, but there are still consequences with it as well. He does not want to simply approve the resolution and then wash our hands of the issues.

Evans noted HR did put the resolution together and if they were opposed to this he feels they would be at the meeting to fight it. Since no one is here from HR, he feels that is an indication that they do not have any issues with the resolution, especially since it is basically budget neutral. Evans would like to see the Food Service workers make additional dollars and noted that there are many unskilled jobs that pay \$15 - \$18 per hour. Food Service workers have to know everyone's dietary restrictions and many other things. Evans continued that he never supported the class and comp because when they look at the higher level jobs, they use comparables from counties like Dane and Milwaukee, but then for the lower paid positions they use comparables from much smaller, lower paying counties and this bothers him. He will support the resolution after staff has had a chance to speak.

Food Service Worker Michelle Destree addressed the Committee. She referenced e-mails she had sent to Hoyer which were then forwarded to all Committee members. She said staff has worked to find available

funds to support the wage increases and generate back into the department. They also looked at making their routines more efficient so they could eliminate a four hour position which resulted in an \$18,000 savings. Destree also talked about when they bring the food in bulk to the households and indicated that they have to bring everything for each client, whether they want it or not, and this generates a lot of waste because they do not always want to eat what is being served. They came up with a suggestion for a voucher type system where clients could purchase what they want which would eliminate waste and generate some funds that could be put back into the department. Destree also noted coffee was another area they see a lot of waste and they had some ideas of how to reduce that waste that would also generate savings that could be put into wages.

Destree also talked about the turnover ratio and it was brought up in a meeting with HR that the cost to hire a new employee is between \$1,500 - \$2,500 and she noted that in 2019 they had 10 people vacate the department which means between \$15,000 - \$25,000 was spent to replace those people. She noted that when she started in 1992, it took her five years to get in full-time because people did not leave their positions and the job was a sustainable living job. Reducing the turnover by increasing the wages would generate savings that could be put back into the department. Destree said they are chronically working short and many times they are 11 labor hours short on the weekends. Today they were 14 labor hours short.

Cook Deana Berndt spoke further to the shortage of staff. She informed she works full-time and typically on a daily basis they are short one to two positions every day. Their supervisor has been working several shifts a week which takes her away from her regular work. They are working up to 10 hours a day a lot because of being short staffed which is being done on overtime. Berndt said she was granted permission to carryover vacation hours because she was not able to use the vacation during 2019 because of being short staffed. She would have wanted to use her vacation, but feels guilty taking time off when they are already short staffed. Berndt said they have recently hired a cook and they hope she will stay. Even with the new cook, they are still short two full-time food service positions and two part-time positions on a daily basis.

De Wane noted that if staff keeps on doing all of the work, nothing will be done to fix the situation. Berndt understands this but said she is worried about the clients. De Wane noted that he is also worried about staff having to work so many hours.

Evans appreciated the staff coming up with ideas to help, but with regard to wasting food, he noted that there are dietary rules where everyone has to get the appropriate food, whether they eat it or not. Evans asked Destree and Berndt if they support the resolution. He feels one way to get action on this is to have the administration start to fill in. This is what the school district does when they need a substitution teacher and cannot find one. Nursing Home Administrator Samantha Behling informed she has offered to help in Food Services. He feels the people who can fix these issues are the people who manage this and he would like to see some of these people fill in, although the Board does not have the ability to implement that.

With regard to the resolution, Berndt said she would support it as it brings the wages up to mid-point and she noted that the increases do not affect her wages at all. Evans thanked staff for coming forward to discuss the inequities in the department because it takes a lot of guts to come forward and there have been situations in the past when employees who brought issues forward were not treated very well after. He encouraged staff to come back in several months to let the Committee know if there has been improvement if the resolution is implemented.

Hoyer also encouraged the continued communication, problem solving and trying to find opportunities for improvement and said he would like the Director to report back to the Committee after the new Board and Committee is in place.

**Motion made by Supervisor De Wane, seconded by Supervisor Evans to approve. Vote taken.
MOTION CARRIED UNANIMOUSLY**

6. **Resolution Regarding Table of Organization Change for the Health and Human Services Department – Community Services Division Social Worker/Case Manager (CLTS).**

Pritzl explained with the waitlist being eliminated for childrens' long-term support and getting more funds approved, the case manager capacity will be exceeded and they need to add positions to keep up with the workload.

Motion made by Supervisor Evans, seconded by Supervisor De Wane to approve. Vote taken.
MOTION CARRIED UNANIMOUSLY

7. Executive Director's Report.

Pritzl referred to his report in the agenda packet. He spoke to some of the information in the report and then took questions and comments from the Committee.

With regard to the Criminal Justice Services program figures, Linssen said baseline figures would really help understand the statistics and see how effective the program is. Pritzl noted these are standard measures that compare across other jurisdictions and this will now become the baseline.

Brusky asked for an explanation of the Child Care transition to a streamlined application process that is a "one touch" model of service with cross-trained Economic Support Specialists. Community Services Administrator Jenny Hoffman explained in the past there were two workers tied to every child care case; one worker did the eligibility and another did the authorization and worked with the day care workers. This has now been streamlined so anyone needing childcare assistance is able to make only one phone call to a worker who has been cross trained to be able to do both the eligibility and authorization and it is working well.

Brusky also asked for further explanation on the planning processes being initiated for the Crisis Assessment Center including medical screening services. Pritzl explained one of the things they want to be able to do with the Crisis Assessment Center is add some sort of medical screening. Currently, if someone needs a medical professional to say how they are doing in terms of stability or vitals or anything like that, it has to be done in an emergency department. They looked at what the basic level of screening is that can be done at the Crisis Assessment Center. They know they are challenged if they start doing labs because there is not a full-service lab on site. There are different tools and models that have been developed throughout the state and they are looking at what professionals should be involved in that and how far they can safely go and avoid people having to go to emergency departments as much as possible. They are working with the medical team and they have been very good at ideas. Behling added that the focus is going to be physical because they are trying to avoid over-use of emergency departments. It is more of a method to screen and ensure stability on a psychiatric unit that does not have the capabilities of a typical medical facility. There is not a criteria that needs to be met and Behling does not see a reason to defer clients with medical complexities; they just want to know what the needs are so they can be addressed. They are trying to scale back the medical service and have it more of a screening. Pritzl added that there is not an established medical screening criteria, but Brown County has been a leader in the area in terms of our psych facilities and emergency departments have agreed on a low, medium or high criteria.

Pritzl concluded by talking about the family visitation center which is now up and running and doing very well. It is family friendly and has nice rooms and they are very excited about it. It is a good example of a community collaboration.

Motion made by Supervisor Linssen, seconded by Supervisor Brusky to receive and place on file. Vote taken. **MOTION CARRIED UNANIMOUSLY**

8. Financial Report for Community Treatment Center and Community Services.

Motion made by Supervisor Evans, seconded by Supervisor Linssen to approve. Vote taken. **MOTION CARRIED UNANIMOUSLY**

9. **Statistical Reports.**
- a) **Monthly CTC Data.**
 - i. **Bay Haven Crisis Diversion.**
 - ii. **Nicolet Psychiatric Center.**
 - iii. **Bayshore Village (Nursing Home).**
 - iv. **CTC Double Shifts.**
 - b) **Child Protection – Child Abuse/Neglect Report.**
 - c) **Monthly Contract Update.**

Motion made by Supervisor Linssen, seconded by Supervisor Brusky to suspend the rules to take Items 9 a, ai, aii, aiii, aiv, b & c together. Vote taken. **MOTION CARRIED UNANIMOUSLY**

Motion made by Supervisor Linssen, seconded by Supervisor Brusky to receive and place on file Items 9 a, ai, aii, aiii, aiv, b & c. Vote taken. **MOTION CARRIED UNANIMOUSLY**

10. **Request for New Non-Contracted and Contract Providers.**

Motion made by Supervisor De Wane, seconded by Supervisor Evans to approve. Vote taken. **MOTION CARRIED UNANIMOUSLY**

ADRC – No agenda items.

Syble Hopp School – No agenda items.

Veterans Services – No agenda items.

Other

12. **Audit of bills.**

Motion made by Supervisor De Wane, seconded by Supervisor Linssen to acknowledge receipt of the bills. Vote taken. **MOTION CARRIED UNANIMOUSLY**

13. **Such other Matters as Authorized by Law.**

Evans mentioned that Syble Hopp School was closed for a day as 21 or 22 staff members were sick on the same day and they are asking for any students or staff who are not feeling well to stay home.

Hoyer informed he put in a communication to the Health Board regarding vaccinations and the personal exemptions as there have been a number of potential bills on this is the Assembly. The Health Board will meet again in March and pending the outcome of that meeting a communication could be put in at the March County Board meeting.

14. **Adjourn.**

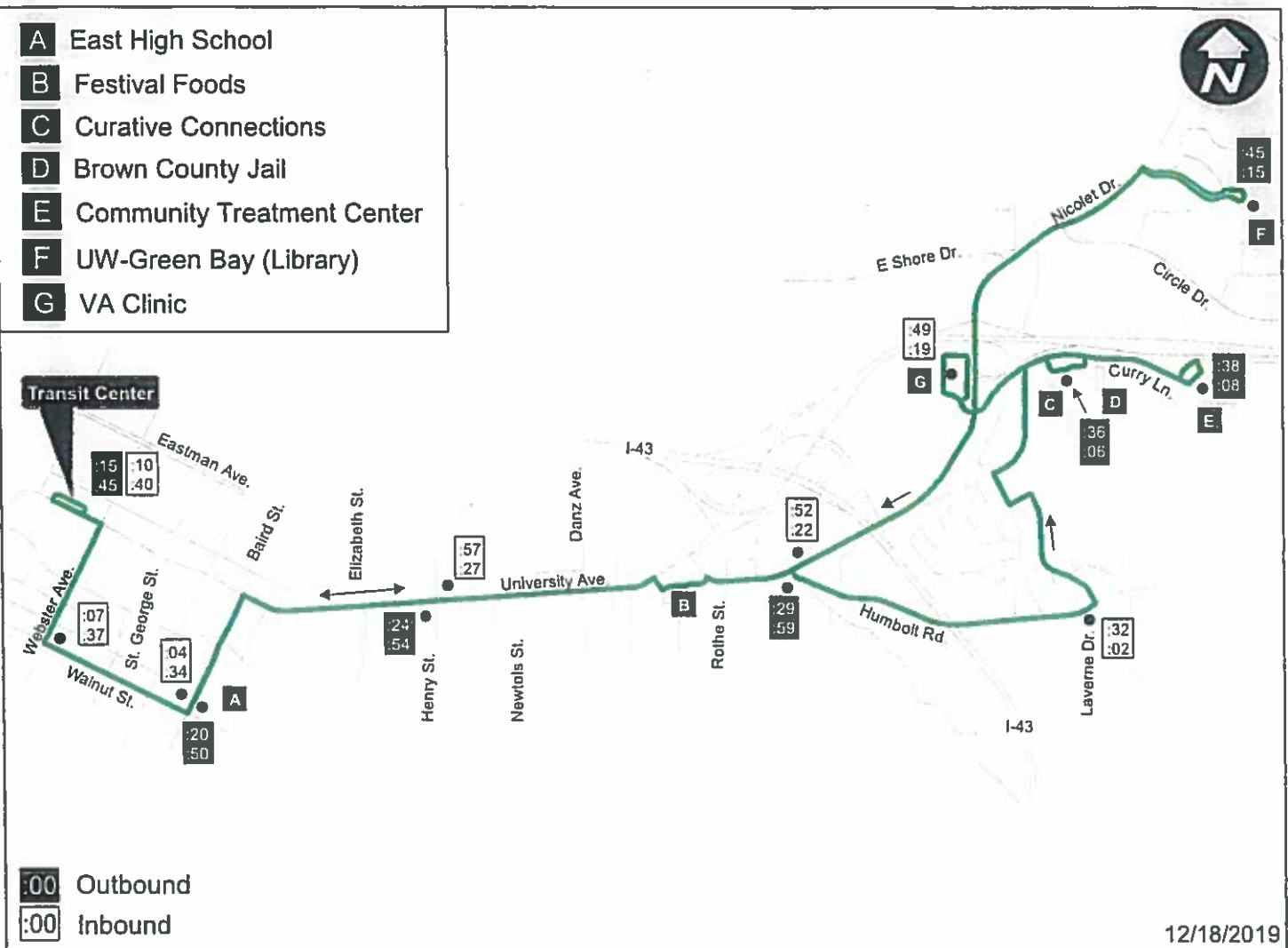
Motion made by Supervisor Brusky, seconded by Supervisor Linssen to adjourn at 7:22 pm. Vote taken. **MOTION CARRIED UNANIMOUSLY**

Respectfully submitted,

Therese Giannunzio
Administrative Specialist

7 Lime Line

- A** East High School
- B** Festival Foods
- C** Curative Connections
- D** Brown County Jail
- E** Community Treatment Center
- F** UW-Green Bay (Library)
- G** VA Clinic



Weekday Service

Monday-Friday: 5:15 AM - 6:15 PM

Weekday Evening & Saturday Service

Monday-Friday: 5:45 PM - 9:45 PM (with the last bus departing the Transit Center at 8:45 PM)

Outbound

	<u>½ Hour Service</u>	
Transit Center	:15	:45
Baird & Walnut	:20	:50
University & Henry	:24	:54
University & Humboldt	:29	:59
Humboldt & Laverne	:32	:02
Curative Connections	:36	:06
Community Treatment Center	:38	:08
UW-Green Bay Library	:45	:15

Inbound

	<u>½ Hour Service</u>	
VA Clinic	:49	:19
University & Humboldt	:52	:22
University & Henry	:57	:27
Baird & Walnut	:04	:34
Walnut & Webster	:07	:37
Transit Center	:10	:40

Saturday: 7:45 AM - 6:45 PM (with the last bus departing the Transit Center at 5:45 PM)

Outbound

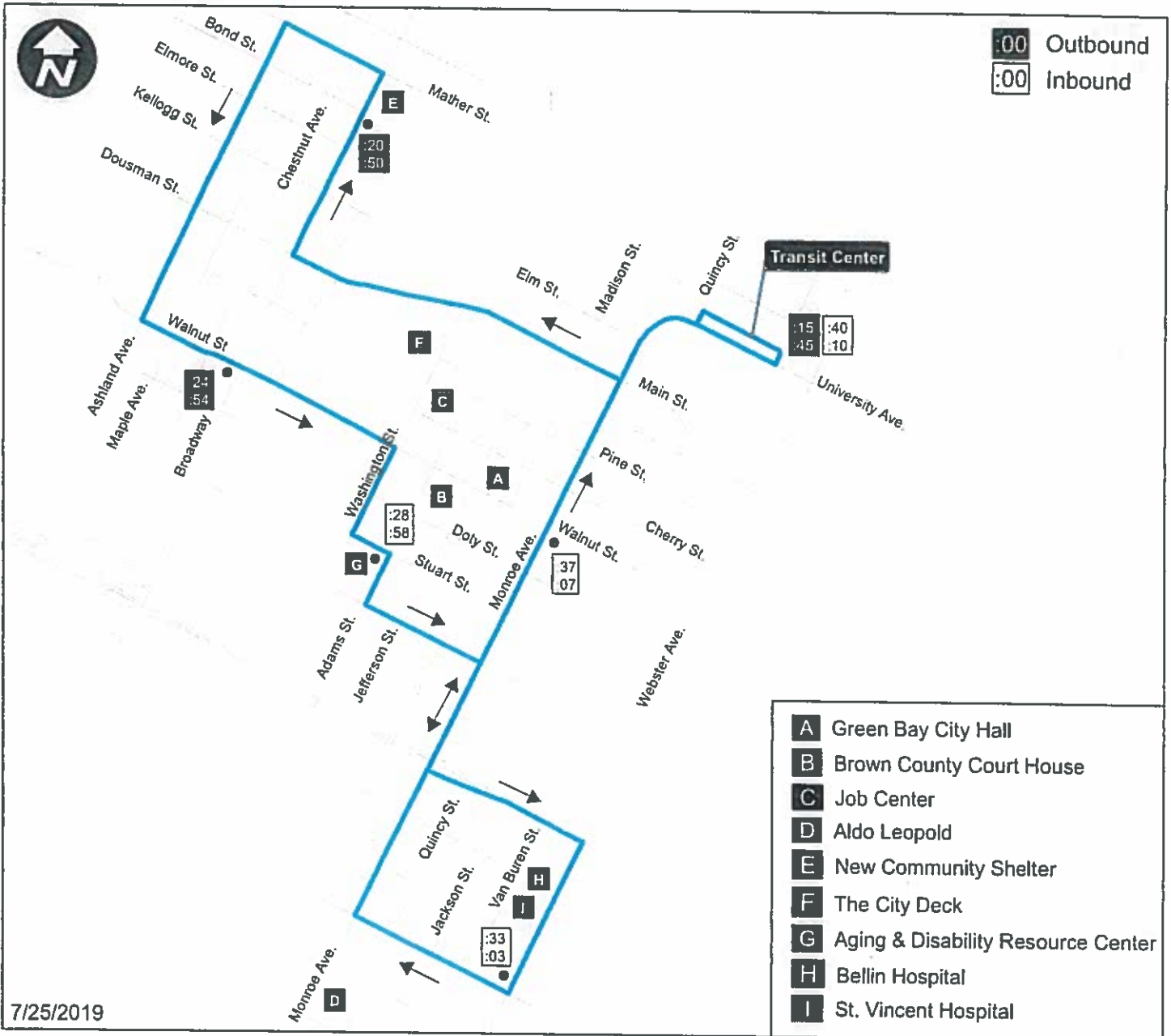
	<u>Hourly Service</u>
Transit Center	:45
Baird & Walnut	:50
University & Henry	:54
University & Humboldt	:59
Humboldt & Laverne	:32
Curative Connections	:06
Community Treatment Center	:08
UW-Green Bay Library	:15

Inbound

	<u>Hourly Service</u>
VA Clinic	:19
University & Humboldt	:22
University & Henry	:27
Baird & Walnut	:34
Walnut & Webster	:37
Transit Center	:40

3

#13 River Line



7/25/2019

Weekday

Monday-Friday: 6:15 AM - 6:45 PM

Weekday Evening & Saturday Service

Monday-Friday: 7:15 PM - 9:45 PM (with the last bus departing the Transit Center at 9:15 PM)

Outbound

	<u>½ Hour Service</u>	
Transit Center	:15	:45
Broadway & Bond	:20	:50
Walnut & Broadway	:24	:54

Inbound

	<u>½ Hour Service</u>	
Stuart & Adams	:28	:58
Webster & Porlier	:33	:03
Monroe & Walnut	:37	:07
Transit Center	:40	:10

Saturday Service

Saturday: 8:15 AM - 6:45 PM (with the last bus departing the Transit Center at 6:15 PM)

Outbound

	<u>Hourly Service</u>
Transit Center	:15
Broadway & Bond	:20
Walnut & Broadway	:24

Inbound

	<u>Hourly Service</u>
Stuart & Adams	:28
Webster & Porlier	:33
Monroe & Walnut	:37
Transit Center	:40

3

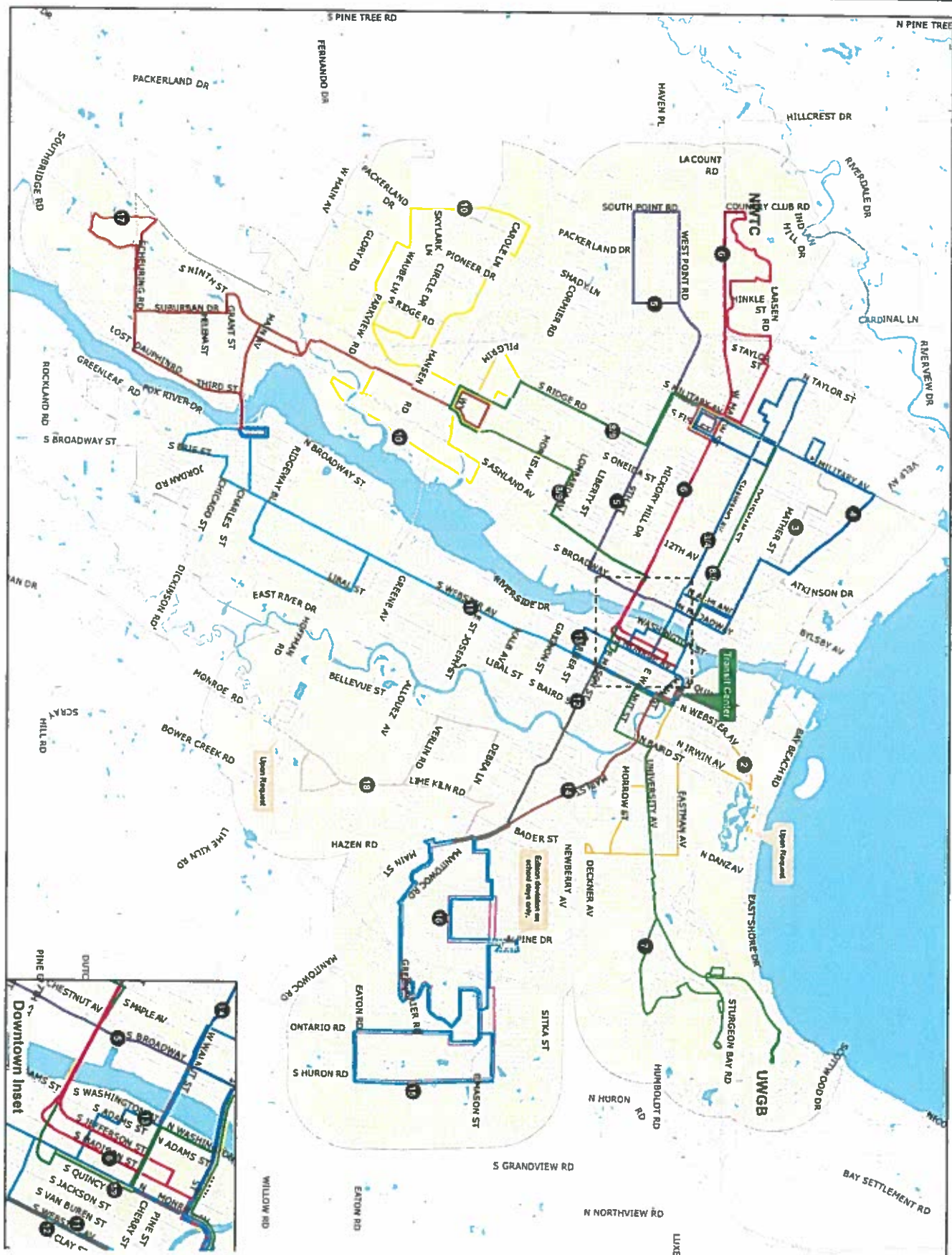
Green Bay **METRO**

Legend

- #2 Orange Line
- - - #2 Upon Request
- #3 Silver Line
- #4 Blue Line
- #5 Plum Line
- #6 Red Line
- #7 Lime Line
- #8 Green Line
- #9 Gold Line
- #10 Yellow Line
- #11 Sky Line
- #12 Coal Line
- #13 River Line
- #14 Brown Line
- #15 Aqua Line
- - - #15 On school days only
- #16 Pink Line
- - - #16 On school days only
- #17 Brick Line
- #18 Tan Line
- - - #18 Upon Request
- Paratransit Service Area



Map created by:
Brown County Planning Commission Staff
Date: 12/18/2019



3

Accessible Features

Green Bay Metro is committed to providing a public transportation system that can be used by all of our customers. We encourage individuals to take advantage of the independence and flexibility that is provided by our fixed route and paratransit service.

For more information on the features listed on this page, contact Metro's customer service center at 920-448-3450 or by [emailing Green Bay Metro](#).

Trip Planner

Plan your trip on [Green Bay Metro's Trip Planner!](#)

Automatic Bus Stop Announcements

All buses are equipped with Annunciator Technology that automatically announces the locations of major stops and intersections to help passengers orient themselves and prepare to get off the bus at the correct stop.

If you need further assistance finding your destination, ask your driver when boarding.

Kneeling Buses

All fixed-route buses kneel to help accommodate passengers with limited mobility. This permits the front entry door to be lowered to a more convenient level for boarding.

Wheelchair Securement Areas

Seats in the front of fixed route buses are designed and designated to provide easy access for people with disabilities.

These seats fold up to create the securement area for passengers in wheelchairs. All Metro buses have two reserved areas with securement systems to provide a safe ride.

Paratransit Service

The Americans with Disabilities Act (ADA) of 1990 requires public transit agencies to provide paratransit service to persons with disabilities who cannot access the public transit system due to their disability.

Paratransit service complements the same area and hours of Green Bay Metro's fixed-route system.

Riders must fill out an application and be an eligible registered paratransit rider to use this service. Green Bay Metro provides paratransit service for passengers unable to use fixed-route buses in accordance with the Americans with Disabilities Act.

Personal Care Assistants (PCA)

PCAs ride free on both paratransit and fixed-route service when accompanying an individual with a disability.

Reasonable Modification

Persons wishing to request a reasonable modification of policies and practices, in accordance with 49 CFR Parts 27 and 37, should contact:

Patricia Klewiz

Transit Director

901 University Avenue

Green Bay, WI 54302

Phone: 920-448-3450

Service Animals

As according to the American with Disabilities Act (ADA), Green Bay Metro permits service animals to accompany individuals with disabilities on Green Bay Metro buses/facilities.

Service animals are animals that are individually trained to perform tasks for people with disabilities.

Accessible Formats

Riders who wish to have schedules or other Green Bay Metro information available in accessible formats, such as Braille, large format print or in an alternative language should contact Green Bay Metro's Customer Service Center at 920-448-3450 or by [emailing your request to Green Bay Metro](#).

Trip Planner





Bus Tracker



Quick Links

- [Facebook](#)
- [Twitter](#)
- [YouTube](#)

[View All](#)



Transportation Center
901 University Ave, Green Bay, WI
54302
Main Telephone: [920-448-3450](tel:920-448-3450)

[Government Websites by
CivicPlus®](#)

FAQs

[How can I leave Service Comments?](#)

[Can I pick the bus route that I want my
bus advertisement on?](#)

[How long will my bus advertisement signs
last?](#)

[Home](#)

[Site Map](#)

[Accessibility](#)

[Privacy Policy](#)

[Copyright Notices](#)

Brown County Voucher Program

PURPOSE

The Voucher Program was created to fill gaps of service in Brown County and keep transportation accessible, affordable and available by using existing services in a more efficient way. It is intended to supplement, not replace, transportation options for older adults and individuals with disabilities. We found that subsidized services such as Paratransit and Curative Connections are the most affordable options for riders; however, these are limited due to times of operations and/or the areas they serve. Although private-pay companies are more available, they are cost prohibitive for those in need of transportation outside the hours and areas offered by subsidized services.

Voucher programs provide a method by which existing services may be used in a more cost-effective and efficient manner and improve lives of Brown County residents in need. Although voucher programs exist elsewhere, Mobility Management of Brown County, Green Bay Metro and Brown County Planning Commission partnered to develop a voucher program unique to Brown County.

DESCRIPTION

Two types of vouchers are available: Individual and Agency. Individual vouchers are available for qualified individuals to purchase at 50% of the face value and use to pay for rides on private-pay services, such as specialized ADA accessible transport companies and taxi cabs. For example, a qualified individual can buy a \$20 voucher for \$10. Then use that voucher with a participating private pay provider of their choice when subsidized services aren't available. Individual vouchers may be used at night and on weekends, when Curative and/or Paratransit are not in operation. The provider will collect the voucher when the ride occurs, then submit the voucher to the Mobility Coordinator. The provider will be reimbursed the face value of the voucher.

Agency vouchers are a different color and easily identifiable from the individual voucher. These vouchers may be purchased by businesses and agencies at 100% face value to distribute to clients at their discretion. The agency vouchers may be given to a client at no cost or the agency may choose to charge the client up to 50% of the face value. This option enables human services and medical facilities to assist clients with appointments or discharges after regular transportation hours. Agency vouchers may be used at any time.

WHO QUALIFIES

Individuals who have a disability and/or are 60+ years of age qualify to purchase the individual vouchers. Individuals that already qualify for Curative Connections, Paratransit, and/or Reduced Fare automatically qualify for the voucher program; however, an application is still necessary.

WHERE TO BUY

All vouchers may be purchased through the Mobility Coordinator, located at Green Bay Metro, 901 University Ave, Green Bay, WI 54302. Orders may be placed via email at voucher@greenbaywi.gov. All orders must be paid in-full prior to receiving vouchers. Checks, cash, credit cards accepted. Fees may apply to credit card purchases and NSF checks.

You can purchase vouchers Monday-Friday, 8:00am-4:30pm. Please call ahead to ensure staff is available to handle your request. 920-448-3450 (Mobility Management). Vouchers expire at midnight, December 31 of the year in which it was purchased. For more information, contact the Mobility Coordinator at the above phone number, or email: voucher@greenbaywi.gov.

Documents

- [Voucher Program Policy Procedures \(PDF\)](#)
- [Application to Qualify for Individual Voucher Purchase \(PDF\)](#)
- [Instructions for Individuals \(PDF\)](#)
- [Transportation Provider Agreement \(PDF\)](#)
- [Instructions for Providers \(PDF\)](#)
- [Licensing for Providers \(PDF\)](#)
- [Business/Agency Agreement \(PDF\)](#)
- [Instructions for Business/Agency \(PDF\)](#)



Transportation Center
901 University Ave, Green Bay, WI
54302
Main Telephone: [920-448-3450](tel:920-448-3450)

FAQs

[How can I leave Service Comments?](#)

[Can I pick the bus route that I want my
bus advertisement on?](#)

[Enable Google Translate](#)

3

[Home](#)

[Site Map](#)

[Accessibility](#)

[Privacy Policy](#)

[Copyright Notices](#)

3